4.   The interactive scheduling system of claim 1, wherein the central controller includes a plurality of data structures for performing said scheduling process including:

a resource data structure for storing for each of said plurality of service providers a capacity to provide resources associated with the services; and

a service data structure for storing a description of resources regarding the services provided by said plurality of service provider.

5.   The interactive scheduling system of claim 1, wherein the central controller includes a plurality of data structures for performing said scheduling process including:

an appointment data structure for storing appointment events between one of said plurality of end users and said plurality of service providers; and

an appointment/resource mapping data structure for mapping resources to said appointment events.

6.   The interactive scheduling system of claim 1, wherein the central controller includes a plurality of data structures for performing said scheduling process including:

a resource cache data structure for storing data defining available and non-available times for servicing said schedule requests; and

a service/resource mapping data structure for mapping resources to services provided by said plurality of service providers.

7.   A controller apparatus for managing interactive time scheduling between a plurality of service providers and a plurality of end users seeking to secure a service with at least one of said plurality of service providers, said controller apparatus comprising:

means for receiving schedule requests received from said plurality of end users;

means for storing a plurality of service time and day schedules

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received from said plurality of service providers;

       means for displaying one of said plurality of service time and day schedules in response to a schedule request received from one of said plurality of end users;

       means for determining scheduling availability in response to said one of said plurality of end users requesting a service time and day from one of said displayed plurality of time and day schedules; and

       means for transmitting an approval or rejection to said one of said plurality of end users based on said determined schedule availability.

8.   The controller apparatus of claim 7, wherein the means for determining schedule availability further comprises means for determining an available appointment/reservation time and day slot corresponding to said requested service time and day.

9.   The controller apparatus of claim 7, further comprising means for proposing an alternative time and/or day slot where said requested time and day slot is determined to be unavailable.

10.   The controller apparatus of claim 4, further comprising means for verifying the identify of said one of said plurality of end users requesting said service time and day slot.

11.   The controller apparatus of claim 4, further comprising means for charging said one of said plurality of end users after transmitting said approval of said schedule request.

REMARKS

Applicant has, by this preliminary amendment, amended the application to add new system claims 2-5 and new apparatus claims 7-11 have been added.

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